Interview for iGo,Montreal

Here is a small set of questions and your answers can help us to improve the system.

Name: Vittoria fagnani

Age: 25

Q1) Which transportation mode do you use on a daily basis?

A1) Metro train and bus.

Q2) Why do you prefer the above transportation mode mentioned over others ?

A2) I find it cheaper and better to use to go downtown,Montreal.

Q3) how do you buy tickets for the transit? Self checkout or from the representative cabin?

A3) self checkout

Q4) What are the issues faced while using the the above mentioned method ?

A4) Long queues for self checkout.

Q5) Technical challenges faced while using the above method ?

A5) None faced yet.

Q6) How can the system be improved ?

A6) By installing more TVMs at the stations to avoid long queues.

Q7) Are you worried about the authentication while paying for the transit ?

A7) No, i am satisfied with the procedure.

Q8) Did you ever want to cancel your transaction made ?

A8) yes at times i needed to cancel but i can not as there is no procedure for that.

Q7) Do you think there should be a method for cancelling the transactions made and get refund ?

A7) Yes.

Q8) What do you suggest for cancellation and refund for transit tickets ?

A8) Refund by the representative or online method at the web application.

Q9) Any purchase plans you wish to suggest ?

A9) Online purchasing methods to avoid the long queues

Q10) Any suggestions do you want provide ?

A10) other than fixing for long waiting queues and refund, i am satisfied by it.

**Thank you.**